**Stetson University — Department of Housing and Residential Life**

**Assistant Director for Housing Operations and Administrative Services**

12 Month Position with benefits, salary commensurate with experience

**JOB DESCRIPTION:** The Assistant Director contributes to the development of long and short range departmental goals aimed at executing a comprehensive housing operation of 2000 beds focused on traditional residence halls, Fraternity & Sorority Chapter Houses, and university apartments. The Assistant Director for Housing Operations and Administrative Services reports to the Executive Director of Residential Education and Housing.

Key duties include providing vision and direction to Residential Life Coordinators (RLCs) and other department staff, supervising/overseeing of operations area/staff, coordinating execution of departmental operations calendar, managing occupancy and room assignments, billing, health and safety room inspections, marketing related to occupancy, aiding in operational budget areas, overseeing operational processes such as access management (keys/card systems, etc.), and serving on/chairing departmental and divisional committees.

Serves as primary administrator for housing software and department liaison to Information Technology in order to receive applications, make assignments, assess fees, deliver individualized communications, manage data, and generate reports. Develops efficient and sustainable models for projecting housing occupancy demands and revenue generation. Oversees daily operational activities such as cancellations, room changes, and billing inquiries.

As a member of the HRL leadership team, provides vision and guidance in the development and implementation of efficient administrative housing policies and procedures for the academic year, including building closing and openings, coordination of break housing, and management of furniture inventory and other facility related services. Creates and facilitates presentations, communications, and staff training modules. Assesses housing operations and related services which directly affect the quality of our students’ residential experience.

Works collaboratively with internal and external partners such as Facilities Management, Information Technology, Public Safety, Admissions, Athletics, Dining Services, Summer Conferences, Health Services, Academic Success, and other departments as necessary to communicate and coordinate operations, services, and occupancy management.

This is a live-off position with expectations of direct involvement with after-hours emergency issues pertaining to housing operations and administrative. This person serves in a second level rotating on-call role for the Division of Campus Life and Student Success (CLaSS) as well as an occasional university conduct officer.

**QUALIFICATIONS:** The successful candidate should be a proven creative problem solver with an eye for detail, who understands and interacts well with both people and technology, who has a track record of high productivity and job performance, and who desires to lead in a dynamic environment. We seek a strong leader with strengths relating to housing operations and administrative services.

- Strong interpersonal, customer-service, relationship-building communication, and management skills.
- Very knowledgeable and proficient with information technology (web applications, online systems, database software, and standard office software) and has direct experience using information technology to improve or create processes, customer service, communication, and efficiencies.
- Ability to revise processes and resolve problems using initiative, multiple perspectives, and sound judgment.
- Commitment to diversity and social justice and skilled in interacting with a variety of constituents including students, faculty, staff, and parents.
- Ability to work independently and as part of a team, manage several responsibilities at the same time.
- Aptitude for data management and financial reconciliation.
- Results-oriented individual with experience using data to strategically assign resources and staff to achieve goals.
- Ability to collect, interpret, and report data and to write informational materials and reports.
- Understanding of a university and how housing operations and administrative services interact with and impact students, parents, department staff, colleagues across the university, and the entire enterprise.
- Experience with campus crisis-response, emergency management, and sound calm logical thinking.
- Familiarity with housing management software (Residence by SympliCITY), Banner software, reporting software, or similar educational software is preferred.
- Previous experience with college or university housing operations is preferred.
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Candidates are required to possess a Bachelor’s degree (Master’s preferred) in higher education administration, management, business, or a related field and a minimum of 3 years of professional experience.

YOUR TEAM: Campus Life and Student Success is driven by transformational leadership and continuous improvement. We seek team members who are highly motivated, strategic thinkers and relationship builders who thrive on shared governance. Our high expectations are matched by a robust professional development curriculum which promotes achievement and significance through self-assessment, reflection, and holistic goal setting. We actualize a philosophy of challenge and support grounded in liberal learning and development as it relates to student persistence and success. We are committed to facilitating student discovery and exploration consistent with the aims of a broad liberal arts education; offering impactful learning opportunities based on current research and empirical data; cultivating the unique strengths and perspectives of individual students; fostering global awareness, social justice values, and civic engagement; and providing a healthy and vibrant educational environment conducive to holistic well-being. The Housing and Residential Life team consists of an Executive Director, 4 Residential Life Coordinators, the Assistant Director of Residential Education and Community Programs, and the Assistant Director for Housing Operations and Administrative Services, and an Administrative Assistant. The residential community consists of approximately 2000 students who are supported by 65 Resident Assistants who are charged with enhancing and building a genuine and authentic community centered around the University’s Values.

ABOUT STETSON: Stetson University was founded in 1883 and is the first private university in Florida. Stetson University is continuing a historic mission of residential liberal arts education while undergoing an amazing transformation under the current leadership in tandem with dedicated faculty and administrators and faculty. The university is growing in diversity, vibrancy, and relevance. We are located in sunny DeLand, Florida, with a vibrant and award winning downtown and conveniently located between Daytona Beach and Orlando.

REMNUNERATION: 12-month position with competitive salary commensurate with experience. Domestic partner, retirement, health, dental, and vision benefits are available, as well as tuition remission for employee and dependents after a specified period of employment has been met. On-campus parking, access to recreational facilities, and some intercollegiate sporting events for staff and their dependents is available at no cost.

WORKING CONDITIONS: Requires some physical effort, i.e. some standing and walking, climbing stairs, frequent light lifting (5-10 lbs); and manual dexterity in the operation of office equipment; extended periods of time at a keyboard; perceptual demands for color, sound, form, and depth; occasional and, at times, frequent hours outside the normal University schedule.

Estimated percentage of time devoted to job functions:

- General Administration (15%)
- Assignment/Occupancy Management (30%)
- Facilities Management & ClaSS office liaison/communications (15%)
- Keys/Access Management (5%)
- Student Staff Supervision/Coordination (5%)
- Departmental Planning/Operations Management (15%)
- Department/Division/University Committees (10%)
- Other duties (5%)

APPLICATION PROCEDURES: Please submit a cover letter and resume, with names, addresses, emails and telephone numbers of three professional references to the Department of Human Resource at humres@stetson.edu or send to Stetson University, Inc., Office of Human Resources, 421 N. Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: 386.822.7562. Review of applications will begin immediately and continue until filled.

Stetson University is an Equal Opportunity Employer that affirms cultural diversity and inclusion as a core value of academic excellence at Stetson University. We are committed to achieving equal access in education, employment, and participation through the recruitment and retention of outstanding faculty, staff, and students from diverse backgrounds, and to meaningful academic and intellectual transformation in curriculum, research and service. We are dedicated to actions and policies that foster a community in which individuals with various identities, cultures, backgrounds, and viewpoints work together to create opportunities for engagement through rewarding and fulfilling careers and personal experiences in a culturally and racially diverse society and a globalized world. We strongly encourage members of historically under-represented and economically-disadvantaged groups and women to apply for employment. Stetson University is an EEO, ADA, ADEA, and GINA employer.